

# CARE4CC IVR Quality Assurance

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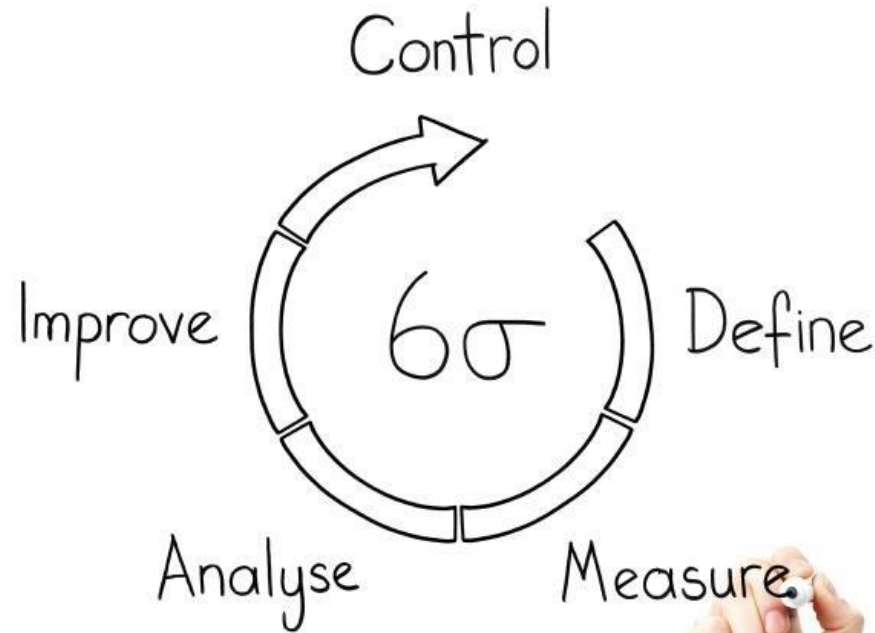


POWERED BY LVS

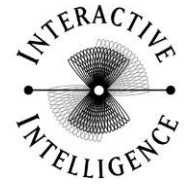


Quality Assurance to medical depth

# Quality Process



AVAYA



CISCO

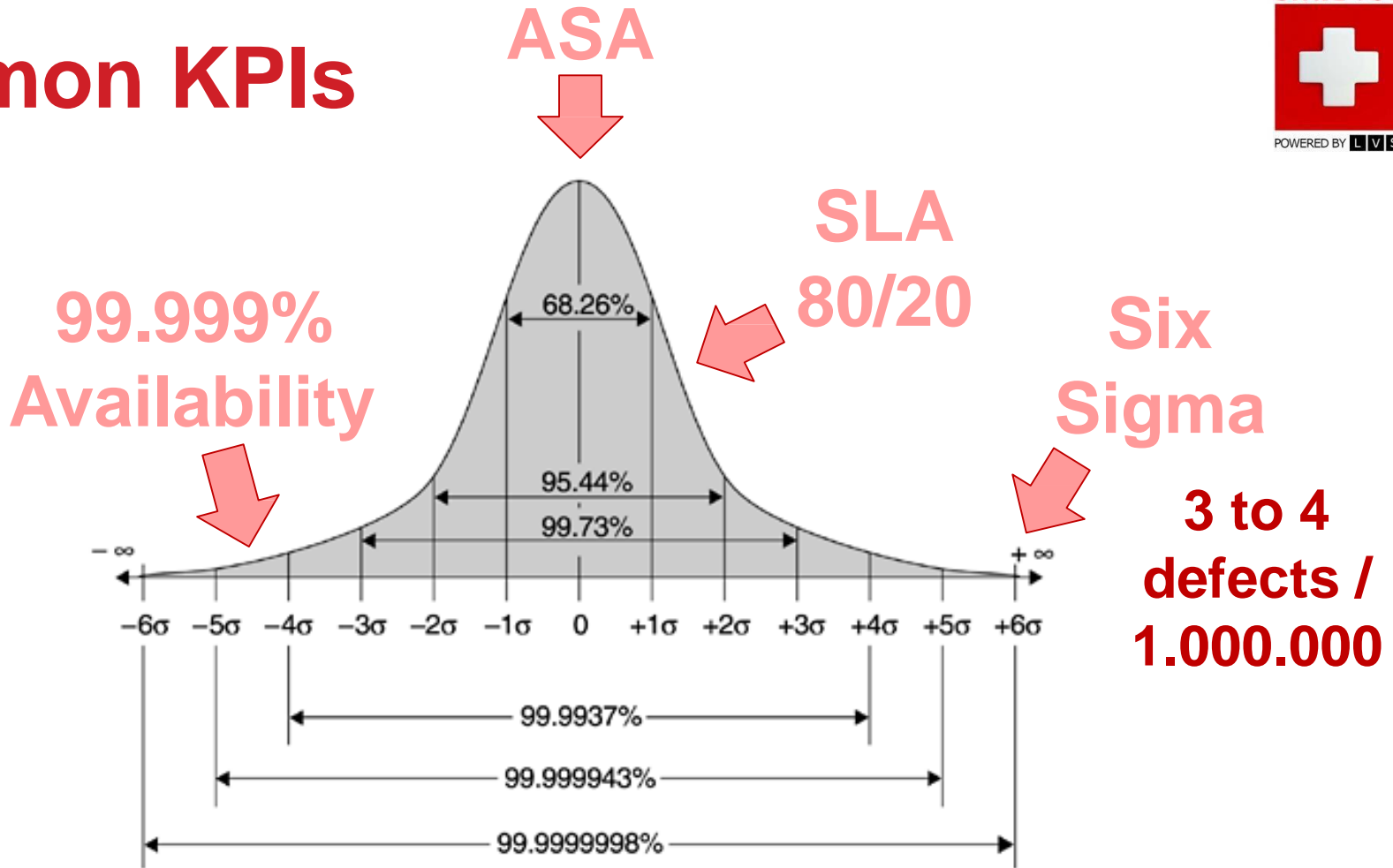
voxeo



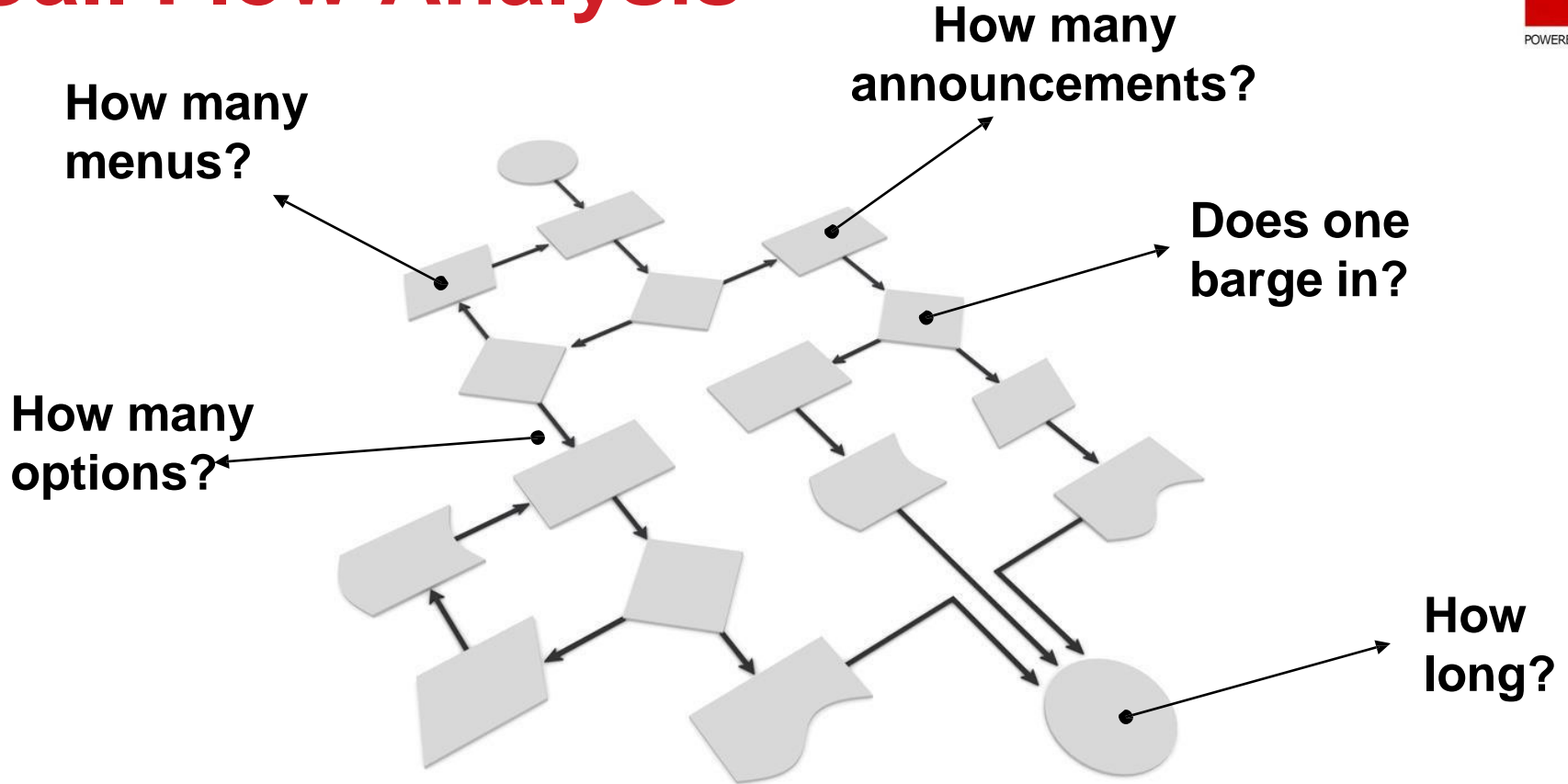
VOXTRON

...

# Common KPIs

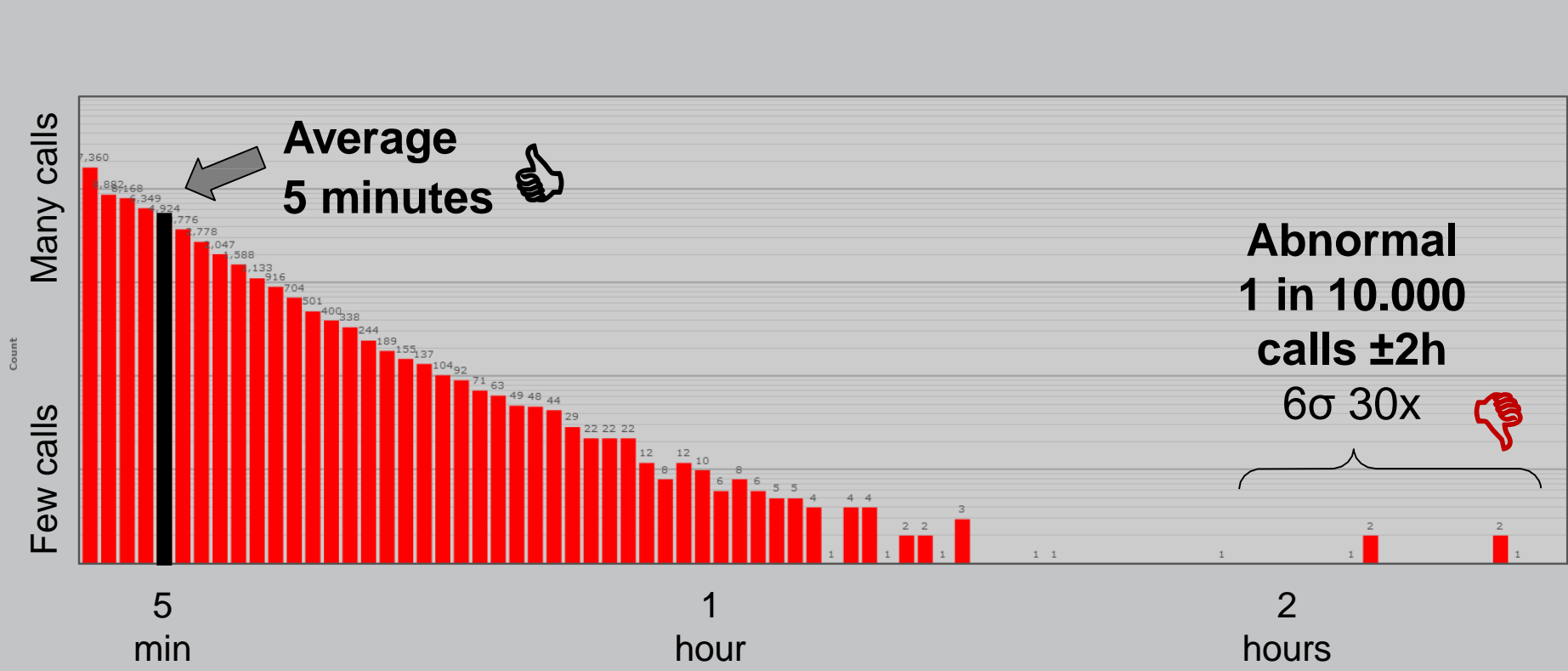


# Call Flow Analysis



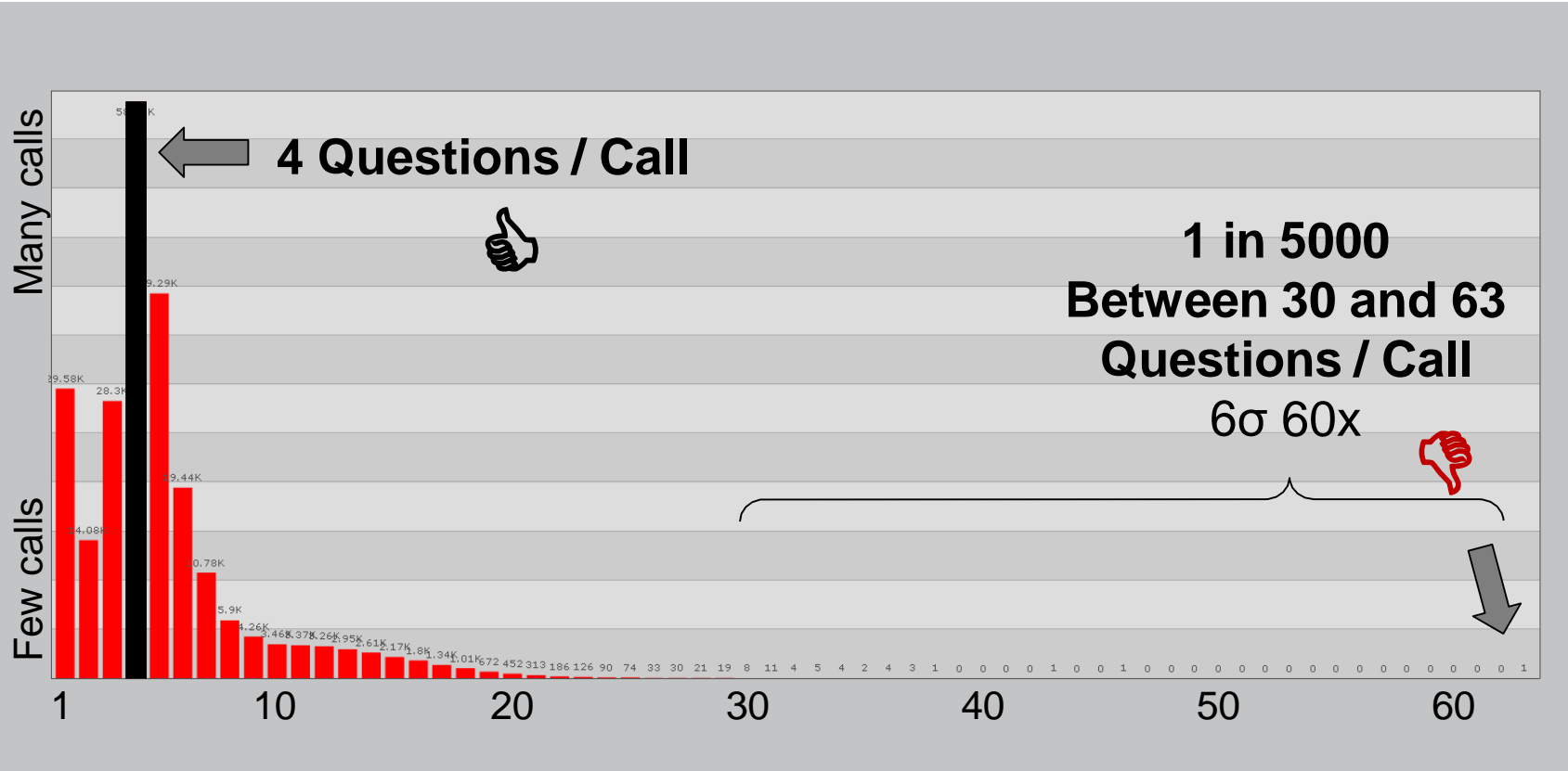
# Call Duration Analysis

Y = Amount of calls ↑  
 X = Duration →



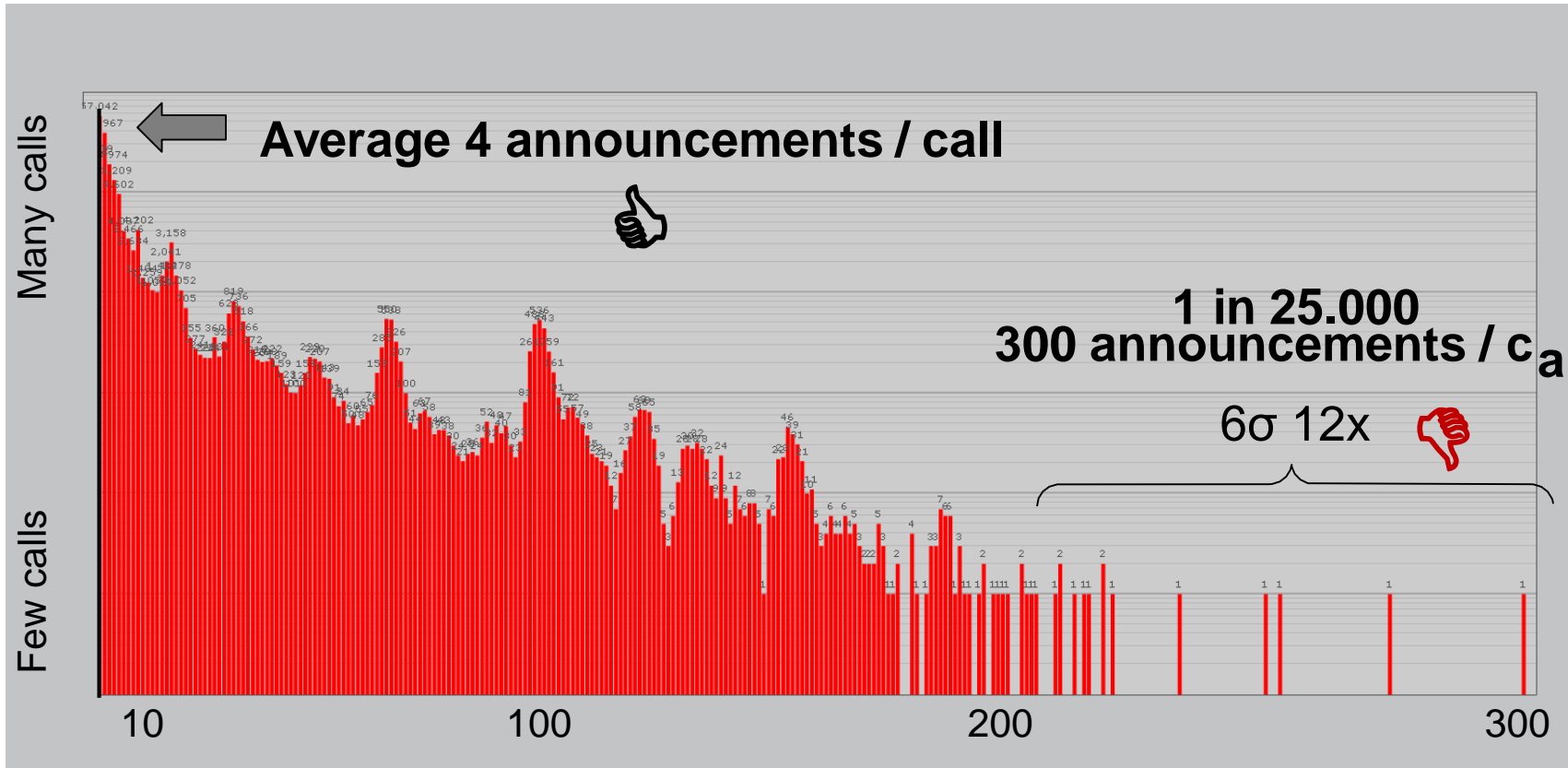
# Menu Analysis

Y = Amount of calls ↑  
 X = Questions Asked →



# Announcement Analysis

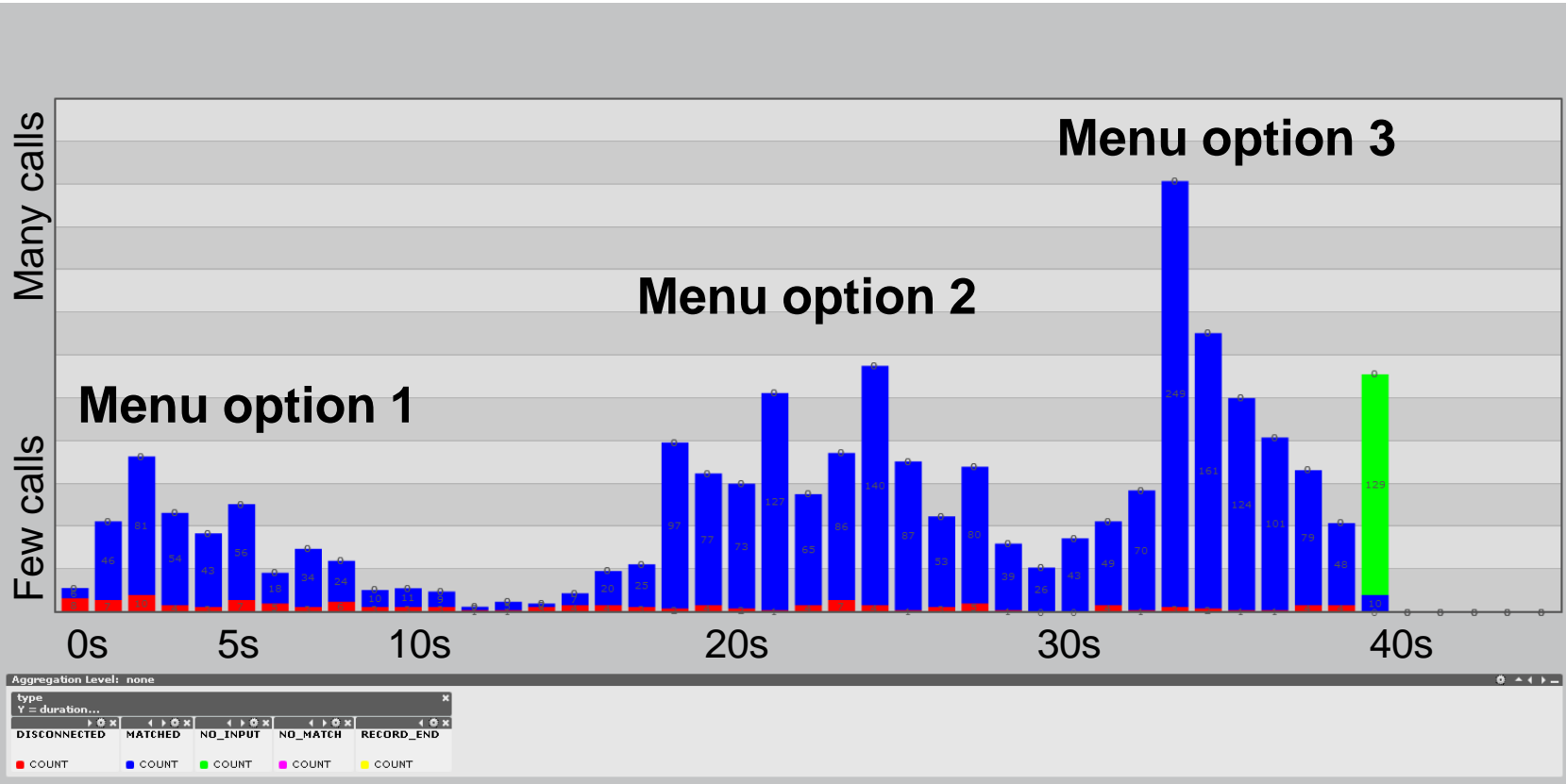
Y = Amount of calls ↑  
X = Announcements Played →



# Option Analysis

Y = Amount of calls

X = Seconds to enter menu option

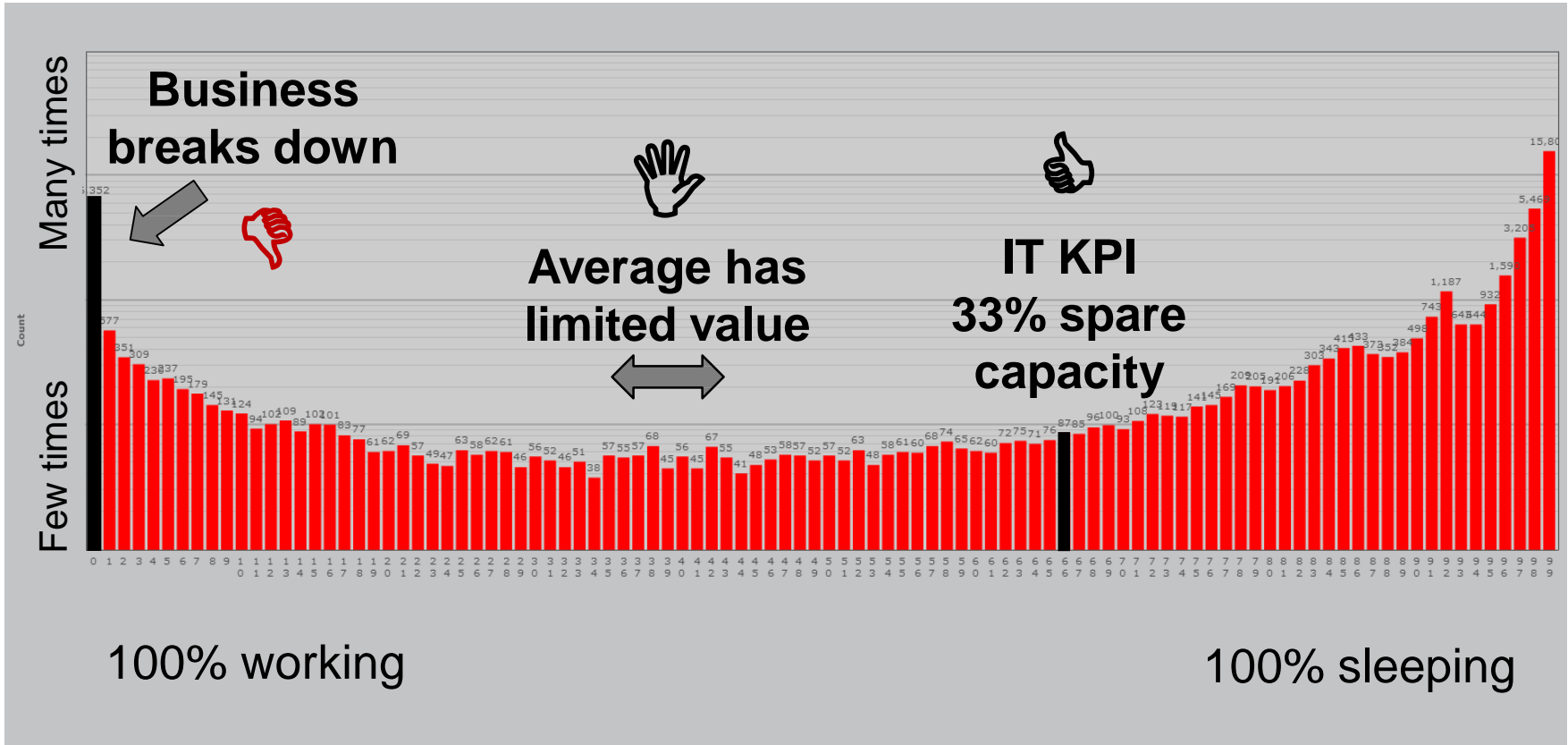






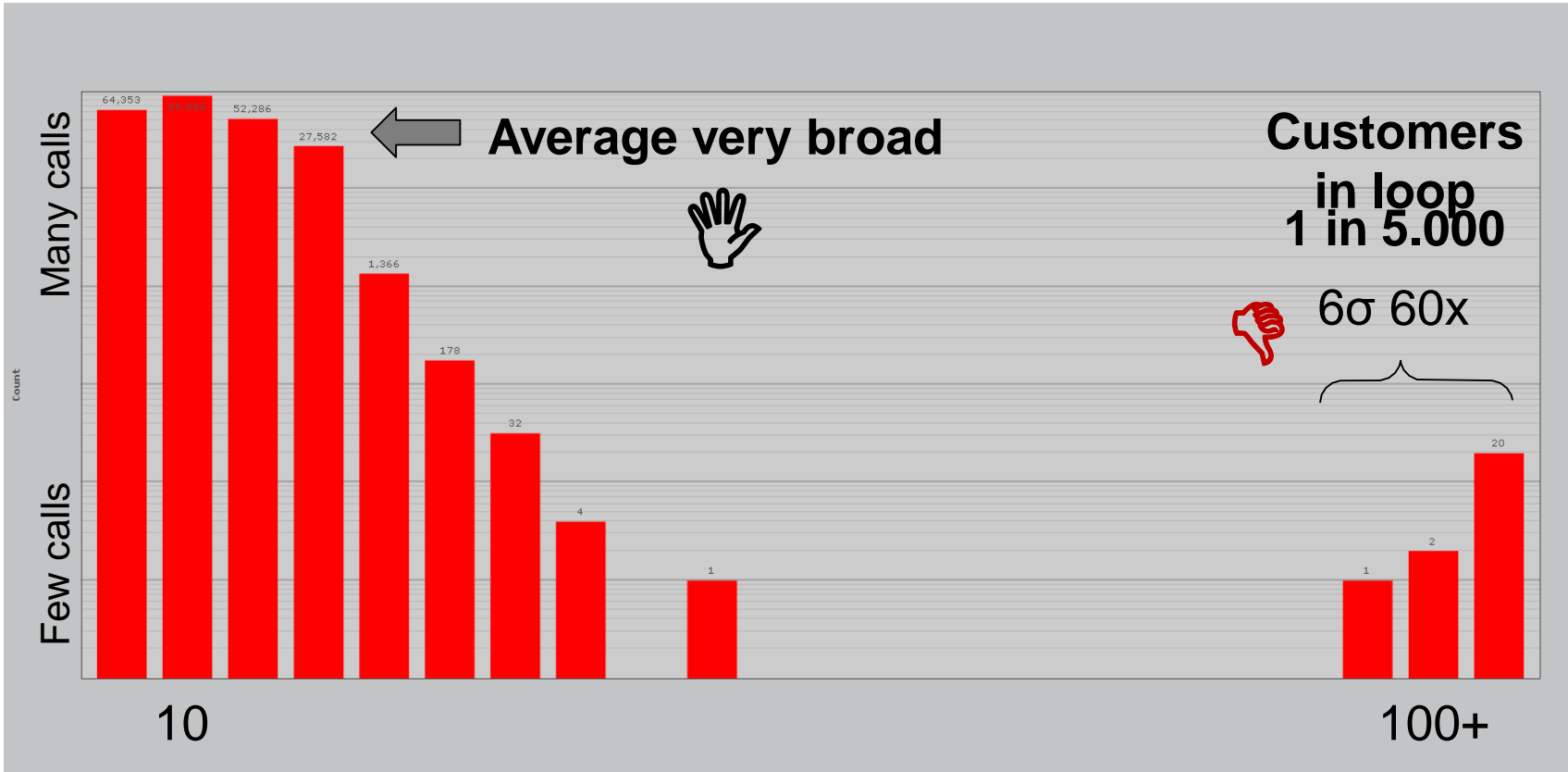
# Server Analysis

Y = Amount of seconds ↑  
 X = CPU idle time →



# Menu Analysis

Y = Amount of calls ↑  
X = Menus presented to customer →



# Needle in the haystack

- 2h call durations
- 63 questions / call
- 128 DTMFs / call
- 300 announcements / call
- 23 looping customers
- 25% load in average & 100% in peak



# Big Data



Business  
Technology

- Service
- Sites
- Skills
- Agents
- Phones
- Desktops
- Applications
- Database
- Servers
- Switch
- Network

# Lessons Learned

- Average may have no value E.g. DTMF, ...
  - Management by Exception is not done E.g. Loops, 2h, ...
  - Complexity is only increasing E.g. Server, VoIP, ...
  - Holistic approach to quality E.g. Business & IT
- ⇒ **IVR Automation is very valuable but can be done better**
- ⇒ **Big Data & Analytics** enable profound **Auditing, Testing & Monitoring** and are **essential Customer Service Quality Assurance** tools & services for **IVR, CC & IPT**

# Contact Details



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